

Self-Help Solutions

ISSUE	SELF-HELP SOLUTION
Out of stock or product update	<p>Refer to the OOS list in Virtual Office. Log in to Virtual Office, go to Member Resources > Forms & Stock Update > MY Out of Stock List</p>
Standard Order and Redemption Order	<p>Log in to Virtual Office to process your order.</p>
Payment-related issues	<p>Ensure that your:</p> <ul style="list-style-type: none"> • Credit/debit card info has been saved in Virtual Office. • E-commerce has been activated for your debit card before processing your order. • Your card's credit limit for online purchase has been updated before processing your order to avoid payment failure.
Return and Refund	<ul style="list-style-type: none"> • Obtain a Return Merchandise Authorization (RMA) number. • Ship the parcel back to Agility Logistics. • Track the parcel to see if it has reached Agility Logistics. • Allow 14 business days from the date the parcel is successfully delivered for the refund to be credited into your account. <p>Reach out to Member Services if you have not received the refund after the given time frame.</p>

Solutions with Jotforms

ISSUE	SOLUTIONS WITH JOTFORMS
<p>Essential Rewards Order Processing</p>	<p>Log in and process your order in Virtual Office or save an Essential Rewards template in Virtual Office with your desired items and submit via Jotform https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment This Jotform link will be activated only on the last 7 days of the month.</p> <p>Note:</p> <ul style="list-style-type: none"> • It is only available for commission processing and commission with credit card processing (Effective 15th July 2021). • Your desired items must be saved and the Essential Rewards template updated 3 days before the auto processing date. • Activate the PV Assistance feature to help you ensure that your Essential Rewards order has hit the minimum PV requirement. • Note that it will take up to 3 business days during the month-end period for your order submitted via Jotform to be processed.
<p>Reprocess Payment</p>	<p>Go to this Jotform link: https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment This Jotform link will be activated only on the last 7 days of the month.</p>
<p>Essential Rewards Reactivation</p>	<p>Go to this Jotform link https://form.jotform.com/MemberServiceMY/ER-Reactivation to submit your request for reactivation.</p> <p>Note:</p> <ul style="list-style-type: none"> • Note that it will take up to 2 business days during the month-end period for your request submitted via Jotform to be processed. • Member Service agent will contact member/enroller to complete the Reactivation verification and payment.
<p>Zeroize Commission</p>	<p>Go to this Jotform link: https://form.jotform.com/MemberServiceMY/ZeroizeCommissionRequest to submit your request for zeroize of commission.</p> <p>Note:</p> <ul style="list-style-type: none"> • Details will be shared with US Commission Team and the process will take up to 8 weeks for your request submitted via Jotform to be processed. • The Direct Deposit Function in Virtual Office needs to be automated before Jotform submission. For more detail, please visit: https://www.youtube.com/watch?v=eObx8PF3osA

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Change of Sponsor/Enroller	<p>Do reach out to Member Services via phone or Live Chat.</p> <p>Note:</p> <ul style="list-style-type: none"> • Member Services is only able to assist with the Change of Sponsor/Enroller if the request is sent within 5 days (including weekends and public holidays) from the enrollment date. Please email to resolutions@youngliving.com directly if you have exceeded the 5-day time frame. • The request must be from the Member or Enroller only • If the account is under the Placement Program, contact resolutions@youngliving.com directly.
Bulk Order Pick Up at Kuala Lumpur Experience Center	<p>Go to this Jotform link: https://form.jotform.com/YoungLivingMalaysiaHQ/ECBO_Appointment</p> <p>Note:</p> <ul style="list-style-type: none"> • Orders not collected will be shipped to the member's address on file and a shipping fee will be charged.
Experience Center Queue System	<p>Go to this link to get your Queue Number for Kuala Lumpur Experience Center: https://q03-my.qbe.ee/#/yl/</p> <p>Go to this link to get your Queue Number for Kota Kinabalu Experience Center: https://q03-my.qbe.ee/#/yl-kk/s</p> <p>Note:</p> <ul style="list-style-type: none"> • Each person is issued one Queue Number at a time only. • Fill in your order/collection form before getting a Queue Number. If your form is incomplete, your Queue Number will be cancelled. • Queue Number is only allowed if you're within a 2km radius of the EC. • Make sure you allow/enable your browser location tracker in order to obtain a Queue Number. • Queue numbers that are called and missed will be canceled. Please obtain a new number to rejoin the queue.
Kuala Lumpur Experience Center Meeting Room Reservation	<p>Go to this Jotform link: https://form.jotform.com/YoungLivingMalaysiaHQ/EC_MeetingRoom</p> <p>Note:</p> <ul style="list-style-type: none"> • Meeting room reservations are on a first come, first served basis. • Once you have successfully made a reservation, please be on time for your slot. • Please be sure to wear a mask at all times when you are in our premises. • Strictly no food and beverage allowed. • Please maintain the cleanliness and orderliness of the meeting room after use. The room must be left in the same condition as how you found it. • Do take care of your belongings. Young Living shall not be held liable for any loss/damage due to negligence.

ISSUE

SOLUTIONS WITH JOTFORMS

Kuala Lumpur & Kota Kinabalu
Experience Centers E-Collection Forms

Go to these Jotform links to fill in the e-collection form to collect your orders at our Experience Centers:

KLEC:

https://form.jotform.com/YoungLivingMalaysiaHQ/KLEC_Collection

KKEC:

https://form.jotform.com/YoungLivingMalaysiaHQ/KKEC_Collection

Note:

- Collection will be processed when you walk into EC and have completed the order form as well as payment in full.
- Each person is allowed to submit a maximum of 3 orders for collection per visit.
- Thoroughly check and verify your items upon collection. Young Living Malaysia shall not be liable for any discrepancy once collection process is completed.
- Upon submission of JotForm, no changes or request to retract submission will be entertained via phone, email or chat.
- All submissions, especially if submitted by a third party, will be deemed to have been submitted with the consent or authorization of the account holder.

Vetiver Training Room Reservation

Go to this Jotform link:

<https://form.jotform.com/222147948748469>

For further enquiry on reservation, please email: trainings.my@youngliving.com.

Note:

- Training room reservations are on a first come, first served basis.
- Once you have successfully made a reservation, please be on time for your slot.
- Set up and clear up should be done within the reserved time slot.
- Please be sure to wear a mask at all times when you are in our premises.
- Strictly no food and beverage allowed.
- Please maintain the cleanliness and orderliness of the meeting room after use. The room must be left in the same condition as how you found it.
- Do take care of your belongings. Young Living shall not be held liable for any loss/damage due to negligence.

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<p>Faulty Diffuser Process</p>	<p>If your Young Living diffuser isn't working as it should and if the 1-year warranty period has not expired, here's what you should do:</p> <ul style="list-style-type: none"> • Try the troubleshooting steps depending on the issue via this link: https://static.youngliving.com/en-MY/IMAGES/Diffuser%20Troubleshooting%20Steps.jpg • If issue persists after troubleshooting, make a short video of the faulty diffuser and fill in the Jotform at this link to notify Member Services: https://form.jotform.com/MemberServiceMY/faulty-diffuser • Member Services will be in touch with a status update within 1-2 business days
<p>Product Issue</p>	<p>If there are any issues or problems encountered with the Young Living products that you have purchased, here is what you should do:</p> <ul style="list-style-type: none"> • Click on this link https://form.jotform.com/MemberServiceMY/product-issue and fill in the details as required • Member Services will be in touch with a status update within 1-2 business days
<p>Delivery Issue</p>	<p>If you encounter any delivery or courier-related issues or problems, here is what you should do:</p> <ul style="list-style-type: none"> • Click on this link https://form.jotform.com/MemberServiceMY/Delivery-Issue and fill in the details as required • Member Services will be in touch with a status update within 1-2 business days

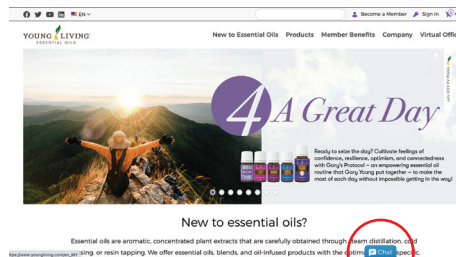
LIVE CHAT



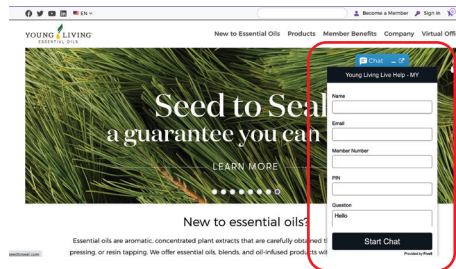
How to access Live Chat?

Step 1 ➤ Go to https://www.youngliving.com/en_MY

Step 2 ➤ Click on 'Chat' at the bottom right of the page



Step 3 ➤ Fill in your details, click on 'Start Chat' and get connected to our Member Services representative



Option to attach images or videos via chat has been disabled due to security reasons. If you would like to send in images or videos, please feel free to refer to our Self-Help Solutions <https://static.youngliving.com/en-MY/PDFS/month-end-self-help.pdf> where you will find JotForm links to address specific issues that you are facing. Just fill in the details, submit the Jotform and our Member Services team will be in touch soon.